

Energy North Natural Gas
 5069 Customer Bills Metrics Performance
 For Month Ending March 31, 2014

Assessed values
 Reference values

Billing Accuracy

	National Grid (gas) System Level	Energy North Company Level
Mar-2014	99.11%	99.66%
Feb-2014	99.21%	99.28%
Jan-2014	99.16%	98.78%
Dec-2013	99.33%	99.47%
Nov-2013	99.23%	99.75%
Oct-2013	99.20%	99.54%
Sep-2013	99.16%	98.86%
Aug-2013	99.11%	99.59%
Jul-2013	99.12%	99.53%
Jun-2013	99.03%	99.37%
May-2013	99.02%	99.29%
Apr-2013	99.06%	99.56%
12 mo avg	99.08%	99.39%
Goals:		
Pre Day N	98.00%	(12 mo rolling)
Pre Day N	97.00%	(12 mo rolling)
Post Day N - Report	Average - 1.0%	(TSA period)
Post Day N - Review & Set-Asid	Average - 5.0%	(TSA period)

Estimated Bills

	National Grid (gas) System Level	Energy North Company Level
Mar-2014	3.06%	0.10%
Feb-2014	2.26%	0.17%
Jan-2014	3.51%	0.13%
Dec-2013	2.72%	0.20%
Nov-2013	2.06%	0.13%
Oct-2013	3.92%	0.33%
Sep-2013	3.92%	0.26%
Aug-2013	3.21%	2.05%
Jul-2013	3.59%	2.11%
Jun-2013	3.46%	1.99%
May-2013	3.78%	1.91%
Apr-2013	4.55%	1.69%
12 mo avg	3.75%	0.92%
Goals:		
Pre Day N	5.00%	(12 mo rolling)
Pre Day N	6.75%	(12 mo rolling)
Post Day N - Report	Average + 20%	(TSA period)
Post Day N - Review & Set-Asid	Average + 40%	(TSA period)

Bills with exceptions

	National Grid (gas) System Level	Energy North Company Level
Mar-2014	2.58%	0.51%
Feb-2014	2.56%	0.76%
Jan-2014	2.53%	0.57%
Dec-2013	2.62%	1.17%
Nov-2013	3.24%	0.85%
Oct-2013	2.67%	0.46%
Sep-2013	3.12%	1.43%
Aug-2013	3.47%	2.42%
Jul-2013	3.17%	2.01%
Jun-2013	3.56%	1.87%
May-2013	3.29%	1.60%
Apr-2013	2.76%	1.04%
12 mo avg	3.23%	1.29%
Goals:		
Pre Day N	3.80%	(12 mo rolling)
Pre Day N	4.40%	(12 mo rolling)
Post Day N - Report	Average + 20%	(TSA period)
Post Day N - Review & Set-Asid	Average + 40%	(TSA period)

Liberty Utilities
Liberty Energy NH
DG 11-040 Post Sale Monitoring

DATA RESPONSE SET XII AND ISO STANDARD 27001 (B)

Date Request Received: 3/10/2014

Date of Response: 3/18/2014

Request No. XII.B.4

Respondent: David Carleton

REQUEST:

Provide a copy of the planned schedule for completing Liberty's commitment to bring its IT system into compliance with prescribed ISO standards.

RESPONSE:

See Attachment XII.B.4.

ATTACHMENTS:

1. XII.B.4

ID	% Complete	Task Name	Duration	Start	Finish	October 2013		November 2013		December 2013		January 2014		February 2014		March 2014		April 2014		May 2014		June 2014		July 2014		August 2014		September 2014	
						10/13	11/3	11/24	12/15	1/5	1/26	2/16	3/9	3/30	4/20	5/11	6/1	6/22	7/13	8/3	8/24	9/14	10/5						
1	28%	Liberty Utilities ISO 27001 Network Security Alignment	201 day	Mon 12/9/13	Mon 9/15/14																								
2	100%	Investigation / Gathering Information	14 wks	Mon 12/9/13	Fri 3/14/14																								
3	100%	Clarify priorities	2 wks	Mon 12/9/13	Fri 12/20/13																								
4	100%	Initial scoping meeting	2 wks	Mon 12/23/13	Fri 1/3/14																								
5	100%	Define the preliminary scope of Control for 27001	3 wks	Mon 1/6/14	Fri 1/24/14																								
6	100%	Internal Review	3 wks	Mon 1/27/14	Fri 2/14/14																								
7	100%	Executive Sponsor Review	2 wks	Mon 2/17/14	Fri 2/28/14																								
8	100%	Approval	2 wks	Mon 3/3/14	Fri 3/14/14																								
9	0%	Maturity Assessment and Gap Control	4 wks	Mon 3/17/14	Fri 4/11/14																								
10	0%	Kik-off & Information Gathering	2 wks	Mon 3/17/14	Fri 3/28/14																								
11	0%	Develop a work plan	3 days	Mon 3/17/14	Wed 3/19/14																								
12	0%	Document formal control statement IT security standars	1 day	Thu 3/20/14	Thu 3/20/14																								
13	0%	Document formal control statement ONTRAAC	1 day	Fri 3/21/14	Fri 3/21/14																								
14	0%	Release information security policy set for review	2 days	Mon 3/24/14	Tue 3/25/14																								
15	0%	Review information security policy document set	2 days	Wed 3/26/14	Thu 3/27/14																								
16	0%	Information Security Policy set published & approved by Manage	1 day	Fri 3/28/14	Fri 3/28/14																								
17	0%	ISF Healthcheck Assessment and Gap Analysis	1 wk	Mon 3/31/14	Fri 4/4/14																								
18	0%	Identify current controls within ONTRAAC	1 day	Mon 3/31/14	Mon 3/31/14																								
19	0%	Identify and define the ISO 27001:2013 network security control	1 day	Tue 4/1/14	Tue 4/1/14																								
20	0%	Execute an ISF Healthcheck through questionnaires and interview	1 day	Wed 4/2/14	Wed 4/2/14																								
21	0%	Conduct a gap analysis - ISO 27001 Vs. currently in place	1 day	Thu 4/3/14	Thu 4/3/14																								
22	0%	Conduct a gap analysis - ISO 27001 Vs current maturity of control	1 day	Fri 4/4/14	Fri 4/4/14																								
23	0%	Develop future state roadmap	1 wk	Mon 4/7/14	Fri 4/11/14																								
24	0%	Define a roadmap for the future state	2 days	Mon 4/7/14	Tue 4/8/14																								
25	0%	Feedback from the stakeholders	1 day	Wed 4/9/14	Wed 4/9/14																								
26	0%	Incorporate the feedback to the draft roadmap documents	1 day	Thu 4/10/14	Thu 4/10/14																								
27	0%	Finalize and sign-off roadmap for gap remediation	1 day	Fri 4/11/14	Fri 4/11/14																								
28	0%	Refine Controls to Harmonized 27001	4 wks	Mon 3/31/14	Fri 4/25/14																								
29	0%	Review security assessment GAPs	1 wk	Mon 3/31/14	Fri 4/4/14																								
30	0%	Update current harmonized 27001 with Terminology	1 wk	Mon 4/7/14	Fri 4/11/14																								
31	0%	Review automated and manual controls in ONTRAAC	1 wk	Mon 4/14/14	Fri 4/18/14																								
32	0%	Create new control prescrip by GAP assessment	1 wk	Mon 4/21/14	Fri 4/25/14																								
33	0%	Harmonizing 27001 into Current Controls within ONTRAAC	12 wks	Mon 4/14/14	Fri 7/4/14																								
34	0%	Identify Harmonizing the controls for ONTRAAC	2 wks	Mon 4/14/14	Fri 4/25/14																								
35	0%	Breakdown the controls to the appropriate level	2 days	Mon 4/14/14	Tue 4/15/14																								
36	0%	Categorize controls into automated and manual	3 days	Wed 4/16/14	Fri 4/18/14																								
37	0%	Define how to measure the effectiveness of selected controls	1 wk	Mon 4/21/14	Fri 4/25/14																								
38	0%	Requirement Analysis	4 wks	Mon 4/28/14	Fri 5/23/14																								
39	0%	Identify the owners and performers for the identified controls	3 days	Mon 4/28/14	Wed 4/30/14																								
40	0%	Conduct meetings with the owner to define timeline	1 wk	Thu 5/1/14	Wed 5/7/14																								
41	0%	Workshop to define requirements for Automated controls	1 wk	Thu 5/8/14	Wed 5/14/14																								
42	0%	Workshop to define requirements for Manual controls	1 wk	Thu 5/15/14	Wed 5/21/14																								
43	0%	Design documentation requirements - Reports	2 days	Thu 5/22/14	Fri 5/23/14																								
44	0%	Design & Configuration of Controls in ONTRAAC	4 wks	Mon 5/26/14	Fri 6/20/14																								
45	0%	Design Automated Controls	2 wks	Mon 5/26/14	Fri 6/6/14																								

Project: Liberty Utilities ISO20700 Date: Thu 3/13/14	Task		Project Summary		Inactive Milestone		Manual Summary Rollup		Deadline	
	Split		External Tasks		Inactive Summary		Manual Summary		Progress	
	Milestone		External Milestone		Manual Task		Start-only			
	Summary		Inactive Task		Duration-only		Finish-only			

ID	% Complete	Task Name	Duration	Start	Finish	October 21		November 11		January 1		February 21		April 11		June 1		July 21		September 11	
						10/13	11/3	11/24	12/15	1/5	1/26	2/16	3/9	3/30	4/20	5/11	6/1	6/22	7/13	8/3	8/24
46	0%	Implement automated and manual controls in ONTRAAC	2 wks	Mon 6/9/14	Fri 6/20/14																
47	0%	Report to Assess Aligment	2 wks	Mon 6/23/14	Fri 7/4/14																
48	0%	Conduct the UAT	1 wk	Mon 6/23/14	Fri 6/27/14																
49	0%	Conduct User Training workshop	3 days	Mon 6/30/14	Wed 7/2/14																
50	0%	Prepare documented steps post Go-Life	2 days	Thu 7/3/14	Fri 7/4/14																
51	0%	NH Electrical Go-Life	0 days	Tue 5/27/14	Tue 5/27/14																
52	0%	Post NH Electrical Go-Life - Waiting time	12 wks	Tue 5/27/14	Mon 8/18/14																
53	0%	3rd Party Assesor Project Plan	4 wks	Tue 8/19/14	Mon 9/15/14																
54	0%	LU to Review 3rd Party Findings	2 wks	Tue 8/19/14	Mon 9/1/14																
55	0%	LU to Take corrective actions	2 wks	Tue 9/2/14	Mon 9/15/14																
56	0%	2 years next assessment (9/16/2016)	0 days																		

Project: Liberty Utilities ISO20700
Date: Thu 3/13/14

Task		Project Summary		Inactive Milestone		Manual Summary Rollup		Deadline	
Split		External Tasks		Inactive Summary		Manual Summary		Progress	
Milestone		External Milestone		Manual Task		Start-only			
Summary		Inactive Task		Duration-only		Finish-only			